

Frequently Asked Questions (FAQs)

When can I book a property or a camping site?

You can book at any time from our website using the Hallmaster booking system. Booking is on a first come first served basis and provisional bookings are held for up to 21 days until we have received all booking information and the deposit. For information on availability please visit the booking diary page on our website [here](#).

When do we need to pay?

The deposit is due within 21 days of your provisional booking date. The balance of payment for your booking is due 14 days before your arrival. Payment for additional participants or additional activities must be paid before you leave.

What time can we arrive?

For residential events please do not arrive before 14:30. Earlier times may be available during term time by request.

For day visits please arrive at the start of your session time. Session times are:

Morning:	09:30 – 12:30
Afternoon:	14:00 – 17:00
Evening:	18:00 – 21:30
All Day:	09:30 – 21:30

For large scale events please stagger starting times and consider appointing marshals to control the traffic.

Where do we get the keys from?

You will be met on arrival by a Dudsbury representative.

What time do we have to leave the site?

Our standard departure time is 12:00. If you require a different time, please contact letsbookdudsbury@gmail.com at the time of your enquiry to discuss this. Please allow time for the leaders to walk through the checklist with your host prior to your departure time.

For day events please leave promptly at the end of your session.

For large scale events please stagger departure times and consider appointing marshals to control the traffic. On leaving the site traffic should be "left turn" only to ensure a flow of traffic. The next junction is a roundabout where traffic can turn around if needed.

How do we book activities?

Activities can be booked in advance via email at letsbookdudsbury@gmail.com or on arrival.

Can we visit before our event?

If you would like to visit the site before your event, please confirm when booking or contact us via email at letsbookdudsbury@gmail.com.

Who do we need to inform that we are staying on-site?

Please inform Ferndown Fire Station of your intention to stay at Dudsbury Guide Camp. The address is 410 Ringwood Road, Ferndown, BH22 9AX. Telephone: 01722 691000.

What do we need to do in the event of an emergency?

In the event of an incident please refer to your emergency plan and ensure that the relevant adult has phoned the emergency services and opened the gates. An adult (preferably in hi-vis) should meet the relevant emergency service(s).

What camping facilities do you have?

We have a solid shelter.

Our newly refurbished toilet block has 4 shared toilets and 2 showers. A separate washing up area is attached which includes a fridge and freezer to be shared at peak times.

An altar fire is available upon request in advance. Please ensure that the use of all naked flames is fully supervised, and that they are extinguished correctly.

What parking is available?

There is a small car park area available at the top of the private lane which is accessible to cars, minibuses and caravans. It is not accessible to coaches. The gates to the car park should be closed when not in use to protect privacy.

If you are arriving by coach, please disembark and unload all equipment at the bottom of the lane.

There is no EV charging point on site.

What do we need to bring for an indoor holiday.

Participants need to bring a pillow, pillowcase, bottom sheet and sleeping bag/duvet.

Please bring soft shoes/slippers for indoor use.

Please bring a high-vis vest as this will be required in the event of an incident requiring emergency services.

Do we need to bring cleaning materials?

Yes, please provide your own cleaning material, toilet rolls, rubbish sacks and paper towels or towels for drying hands.

What do we do about rubbish/waste/recycling?

Please place items not suitable for recycling in the appropriate bin by the front gate or take it with you. If the bins are full, please let us know when you complete the checklist.

We are able to recycle paper, cardboard, clean tins, plastics, clean glass and tetra pack cartons.

Please place in the appropriate bin by the front gate. Please take large items home for recycling.

Do we need to bring a First Aid box?

Yes, please bring your own first aid box and equipment.

Can we use the area designated to the Forest School?

Whilst the space can be used, participants must be fully supervised and please leave the space as you found it.

Is there Wi-fi on site?

Yes, wi-fi is available in both buildings although the signal can be intermittent.

Is Dudsbury close to public transport?

There are bus stops to Bournemouth and Poole within a ten-minute walk. Public transport information is available on the Morebus website <https://www.morebus.co.uk>

Can we purchase souvenirs when we visit?

Yes, souvenirs are available. Please arrange a suitable time on your arrival.

Can we bring Assistance dogs onto the site?

Yes, you can bring well behaved Assistance dogs onto our site. If you will be bringing an assistance dog, please let us know at the time of your enquiry.

Where are the closest food shops?

There is a Tesco Express store and Lidl within walking distance. A larger Tesco and Sainsburys are available within a short drive to Ferndown.

Supermarket Deliveries can be made to site. Please arrange these within the times you will be on site.

There is a fish and chip shop next to the Tesco Express who offer deliveries.